



# **SAP SuccessFactors in Professional Services**

# ENSURING SUCCESS IN BUSINESS WITH SAP SUCCESSFACTORS

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## ONE UNIFIED CLOUD-BASED HCM SOLUTIONS TO SATISFY ALL EMPLOYEE NEEDS AND ACTIONS

The personal expertise managing suite of SAP SuccessFactors emphasizes on staff works and needs to get the best out of them. The strategy, stages, and procedures move from human resource management to personalized experiences that keep the staff satisfied, efficient, engaged, and boosted.

The new human experience management (HXM), which is a cloud-based phrase, is supported by SAP SuccessFactors solutions. The HXM Suite allows companies to provide staff experiences that recognize their specific worth and constantly encourage them to reach high levels of performance.

HCM Suite is Software-as-a-service or SaaS human resources solution from SAP SuccessFactors HCM Suite. It provides several applications from core HR applications such as Central Staff and Payroll and Talent Management for recruitment and onboarding, for example. SAP SuccessFactors may be integrated by corporations with your on-premise system using the SAP Integration Suite, the SAP PI, or downloading/uploading files.





## **HR GAME CHANGER: EMPLOYERS USES SAP SUCCESSFACTORS TO HARNESS AND DEVELOP THE BEST OF TALENT**

- The client is a banking and financial service provider in Kuwait. The customer services a wide range of applications to meet consumers' financial demands using financial instruments.

To simplify the workforce, the client faced problems with a mix of permanent and temporary employees. The customer was able to alter their whole HR operating systems after adopting the efficient and automated activities of SuccessFactors in the fields of performance management, goals management, learning management, and succession planning. It raised productivity and enhanced employee experience.

- The Client owns and runs capital investment funds service over 30 firms in five vertical industries. The company inherited a multitude of HR processes each time it was newly acquired, resulting in a lack of transparency, non-standard regulations, and wasteful operations.

The client then decided to consolidate and automate procedures to enable HR to adapt to employee requirements more quickly to change workplace culture. The firm understood that close collaboration between human resources and finance might further simplify operations and customers' profit from a single representation of information and automated payouts. The client enables its workers to achieve the best of their potential by standardizing HR for employees and delivering self-service and mobile functions with SAP SuccessFactors.

- The customer is a private and varied company group involved in a wide variety of HR activities, including work performance evaluations and objectives, reward management, recruitment, and training management. They have opted to implement SAP SuccessFactors shortly after release to maintain the HRM at a better standard for the others in the industry.

With SAP SF, the goal was that group-wide HR processes were standardized, HR efficiency documents digitized and automated to give workers first-class experience. The customer can operate efficiently with SAP SuccessFactors, leading to the full digitalization of the organization.



# INTEGRATING ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING TO INVITE THE NEW WAVE OF CLOUD-BASED DIGITAL HR SYSTEMS

- **Employee Experience Management:** Companies and businesses can strengthen their commitment to their HR skills using SAP SuccessFactors. By building a "digital open door," businesses may give opportunities to employee input through tools such as configurable performance or feedback reports, flexible investigation, and role-based dashboards and reporting.

SAP SuccessFactors is also a monitoring program for applications that helps you minimize the number of employees, conserve and improve talents and enable you to enhance work effectiveness by knowing the demands of your personnel. Its capabilities will enable you to give your management executives real-time information, improvements, and pulse tracking.
- **Payroll and Core HR services:** HRIS can assist HR departments to oversee a worldwide and mobile or remote workforce meant with adaptable cloud-based systems. With time and attendance monitoring and simplifying compensation management SAP SuccessFactor helps improve key HR tasks. Including precise paycheck monitoring and standardized payroll processing, paycheck activities connected with software. Finally, you may simplify processes through automation and in real-time processing by using self-service capabilities.
- **Talent Management:** SAP SuccessFactors changes the attraction, development, and retention of skills of employees. Discover the items companies need for constant feedback, learning, and a developmental environment to facilitate your staff.
- **Planning and analysis of the workforce:** SuccessFactors Operations strategy assists in ensuring that organizations have the necessary capabilities to implement company strategy at the correct time and cost. Workforce Analytics enhances the decision-making of the employees by helping organizations find solutions to critical issues and how to address employee difficulties. It responds to effective workforce actions.





## Financial service implements SAP SuccessFactors to enhance talent acquisition and retention of skilled employees.

### CASE STUDY:1

#### ABOUT CUSTOMER

The client is a supplier of banking and financial services in Kuwait City. For now, in Kuwait, their service is distributed throughout 30 branches. The client serves a broad spectrum of applications to suit the financial needs of consumers from the financial instruments for the retail markets to complete consumer loan programs.

#### PROJECT HIGHLIGHTS

- Track the learning history of employees
- Set up a system platform to monitor real-time view of employees' performance
- Talent acquisition and retention of skilled employees

#### THE RESOLUTION

The customer encountered challenges with a blended workforce of permanent and contingent staff to simplify the workforce. Aided by their deep product expertise & wide corporate exposure, an SAP advisory firm suggested the adoption of SAP SuccessFactors efficient and automated operations in the area of performance management, goal management, learning management, and succession planning.

#### KEY BENEFITS

- Integrating performance with goals and succession
- Jobs and profiles of employees kept under a unified system

- Real-time viewing and monitoring of each employee's training history onboarding, and benefits administration

#### TOP BENEFITS

- Enhanced transparency
- 24/7 reach to the SuccessFactors mobile platform
- Solid training and demo programs for empowering the workforce

#### PRE MIGRATION ARCHITECTURE

- Mapping of business processes was not visible
- No alignment of productivity management with the formation of a succession
- Insufficient connection between individual and corporate objective of the organization

#### KEY CHALLENGES

- Set up a cloud-based HR system flexible enough to be accessed anywhere at anytime
- Integrate the systems to support multi language program
- Integrate existing system to acquire the required data

#### ACHIEVEMENT

- 25% decrease in the performance management system timeframe
- 360-degree ad hoc demographic reviews
- 20% increase in overall productivity



# HR and Employee Experiences Driving Digitalization

## CASE STUDY:2

### ABOUT CUSTOMER

The customer is a private and diversified group of companies involved in a wide range of economic operations and offers various financial services. Created in 2008, the client oversees several prominent Middle East firms and focuses proactively on considerable development in its current cash position.

### PROJECT HIGHLIGHTS

- Center and standardize group-wide HR operations
- Digitize and automate HR efficiency paperwork operations
- Provide a first-class experience for employees

### THE RESOLUTION

The client was aware of the needed additional procedures for seamless integration between HR and finance. They realized they would benefit more from a unified view of data and automated salary payments. With SAP SuccessFactors, the customer enables its employees to work optimally and leads to the complete digitalization of the company.

### KEY BENEFITS

- Established one central source of data
- A single HR platform for all of the client's entities
- Ensured a consistent employee experience

- Facilitated decision-making
- Automating routine tasks

### TOP BENEFITS

- 100% digital HR function
- Handy portable application accessible from smart devices
- Increased HR efficiency
- Saved time and cost

### PRE MIGRATION ARCHITECTURE

- Long time was taken of approval of HR request
- No single access platform
- Low ROI

### KEY CHALLENGES

- Customizing system data to automate payroll
- Ensuring initial data consistency across its all systems
- Training Work staff

### ACHIEVEMENT

- 82% Faster compensation management
- 2xFaster performance assessments
- Calculating and nominating talents 121% quicker
- Approval of applications within 1 day





# Digital Transformation Leader revolutionize processes with innovative HR Software

## CASE STUDY:3

### ABOUT CUSTOMER

The client is one of the global digital processors. Its IT section serves a large number of HR activities, including work performance evaluations and objectives, reward management, recruitment, & training management.

### PROJECT HIGHLIGHTS

- Adapting the latest SAP System features
- Improve Customer interaction excellence
- Automate and manage a significant section of HR tasks

### THE RESOLUTION

The Customer is aware that it is vital to use the newest advancements in HR software in advance of new updates and functionalities. You realize, too, that the firm must continue to operate smoothly and that customer success excellence requires the greatest. They thus chose, together with improvement in the traditional work and manual performance monitoring to adopt the SAP SuccessFactors to satisfy their requirement.

### KEY BENEFITS

- Demos and webinars to training staff on the latest features
- Proactive success planning

- Defining specific goals and objectives

### TOP BENEFITS

- Easy escalation of critical issues
- Assistance to fulfill Company visions
- Support HR tools for improving employee satisfaction

### PRE MIGRATION ARCHITECTURE

- Manual Paper-based HR activities
- Slower Actions
- Gaps between individual objectives and organizational objectives

### KEY CHALLENGES

- Customizing system codes to fit company needs
- Integrating huge metadata for existing and previous, permanent and temporary employees

### ACHIEVEMENTS

- Bonus campaign for 30,000 employees
- Reviewing work performance twice annually for 100,000 employees
- Regular communications about end-of-life and end-of-maintenance issues



## CONCLUSION

The latest HR trends and practices go beyond automation, cost reduction, and compliance to establish value-based ties with each employee. It aims to include permanent and temporary workers in innovative ways, by leveraging consumer and social HR instruments.

Dramatic management and employee transformation indicate to the various industrial companies that it is time to reevaluate differently about primary HR as a center for everything in the company to alter the work experience and way to manage the staff for business success and impact. And there is no better solution than SAP SuccessFactors in the market to assist businesses to achieve these goals.



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